

**Docket No. 18-0953 DPL Program for Pre-Paid Electric Metering
Summary of Public Comments at Three Public Comment Sessions held on
November 1, 7, and 28, 2018 in Sussex, Kent, and New Castle County, Delaware
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The Delaware Public Service Commission held three public comment sessions in Delmarva Power's Pre Paid Electric Metering Docket (no. 18-0953). The sessions were held in Sussex County (November 1), Kent County (November 7), and New Castle County (November 28). A total of four individuals offered comments on the pre-paid program: three spoke in favor and one in opposition of the program.

Support for the program came from Lisa Locke, the Executive Director of the Delaware Interfaith Power and Light, Carlos DiPres of First State Community Action Agency, and Charles Kistler, the Executive Director of HELP Initiative. All three voiced their support for the program based on their belief that it will have a positive impact on low-income customers and increase subscriber control over individual electric usage.

Mr. DiPres compared the program to purchasing minutes for cell phones on a "pay as you go" basis. "You reduce your usage by reducing the time using your electricity. It saves you money. Plus, I believe, we all believe, that it's going to reduce \$4,000, \$5,000, \$6,000 bills that we, as an agency, see every day." Sussex County, Nov 1, 2018.

Ms. Locke noted how customers "can pay smaller amounts, rather than one big chunk" and supports the program for several reasons:

- "Encouraging increased consciousness of energy use and control over benefit energy use.
- Ability to manage optional alerts.
- Convenient payment and cash flow options.
- Access to held deposits.
- No additional deposit, penalties or fees.
- More manageable ways to address arrearage.
- Action to return to standard service at any time and respectful empowerment." Sussex County, Nov. 1, 2018.

Mr. Kistler supports the program for five (5) reasons:

1. The "use and individual deposit plan and deferred balance with more control and flexibility;"
2. "Align the burden of monthly payments with customer cash flow demands;
3. Self-respect and provide a sense of empowerment and dignity.
4. Trust; and,
5. "[H]elp community members become sensitive to energy savings through behavioral change." Kent County, Nov. 7, 2018.

The lone dissenter was John Walsh, who spoke on behalf of the Delaware Chapter of the AARP. He would oppose the program “until assurances are proven that adequate consumer protections will be in place, including confidence that low-income customers are neither targeted nor incentivized to join and consumer protection and impacts are seriously vetted.” Sussex County, Nov. 1, 2018.

No public comments were offered at the session in New Castle County.